Charles-Etienne Gauthier 2021-09-11

***Assignment 1***

***Happy Valley Kennels***

***Individual Assessment***

***Part B***

Using the techniques discussed in class, your notes and the Internet, create a short questionnaire (10 questions) that HVK could administer on their marketing website to determine what pet owners are looking for in an online kennel system. You want to ask questions about the services that the customer would be looking for, perhaps how often they would use the kennel, etc.

 Happy Valley Kennels Inc.

Questionnaire

**\***This Questionnaire will be used for the upcoming online reservation System for the Happy Valley Kennel incorporation. We would like to sincerely thank everyone that responds to this questionnaire as this will be used for our data collection and to enhance your experience at the Happy Valley Kennel.

**\*Optional**

First Name:

Last Name:

Email Address:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **How much importance do you attach speed when booking for a reservation?** | | | | |
| **The thought does not cross my mind** | **Not very Important** | **neutral** | **Important** | **Very Important** |
| Other: | | | | |
| 1. **How long do you usually leave your pet at the Kennel?** | | | | |
| **1 day** | **2 days** | **3 days** | **4 days** | **5 or more days** |
| **Other:** | | | | |
| 1. **When staying at the Kennel, how much do you use the additional optional services provided (walk, grooming, etc)?** | | | | |
| **Whenever I let my dog stay** | **From time to time** | **Not much** | **Never** |  |
| **Other:** | | | | |
| 1. **How important is it for you to have a mobile app to access reservations/book online?** | | | | |
| **The thought did not cross my mind** | **Not Important** | **Neutral** | **Important** | **Very Important** |
| **Other:** | | | | |
| 1. **When browsing on the internet, what browser do you usually use?** | | | | |
| **Microsoft Edge** | **Internet Explorer** | **Firefox** | **Google Chrome** | **Safari** |
| **Other:** | | | | |
| 1. **Is your Pet a dog or a cat, or multiple pets?** | | | | |
| **Dog(s)** | **Cat(s)** | **I have both a cat and a dog** |  |  |
| **Other:** | | | | |
| 1. **When booking for a reservation, how much time in advance do you book the reservation?** | | | | |
| **6-3 months** | **2 months** | **1 month** | **3-1 week** | **Less than a week** |
| **Other:** | | | | |
| 1. **When booking for a reservation is the Kennel usually available, or is it full?** | | | | |
| **Always available** | **Mostly available** | **Neutral** | **Rarely available** | **Always full** |
| **Other** | | | | |
| 1. **Would you see yourself using the online booking system at the Kennel?** | | | | |
| **Yes, always** | **Sometimes** | **Neutral** | **When I don’t have the choice** | **Never** |
| **Other:** | | | | |
| 1. **Cat Owners, When booking for your cat, do you usually take the Regular Suite, Semi-Luxury or Luxurious Suite** | | | | |
| **N/A** | **Regular** | **Semi-Luxurious** | **Luxurious-Suite** | **Prefer to not specify** |
| **Other:** | | | | |

***Part C***

List **5 non-functional requirements** for the HVK case study. For each non-functional requirement, categorize it as either: an operational requirement, performance requirement, cultural & political requirement, or security requirement.

1. Wanting the System to have an option for French speakers. This would be a cultural and political requirement.
2. Wanting the System to support Internet explorer. This would be an Operational requirement.
3. Wanting the System to be accessible 24h/7 days a week.

This would be a Performance requirement.

1. Wanting the System so that only staff members have access to all the different clients/customers. This would be a security requirement.
2. Wanting the system to have an online app for mobile. This would be an Operational requirement.

***Part D***

Use the Internet to research existing online reservation systems that exist for pet kennels. Research **three** different online reservation systems for pets that exist that could be used for HVK. For **each** **of the three** systems: **(30 MARKS)**

* Describe the system and provide the URL;
* Describe the functionality provided and how it is similar to what Jim and Sally are looking for. What features does it have that Jim and Sally are asking for?
* What features is it missing that Jim and Sally have asked for?
* Describe any interesting features that Jim and Sally might consider including in their system, which are not currently asked for.

**First System:**

[Kennel Software | Pet Grooming software | Daycare Software|K9Sky](https://www.k9sky.com/)

Basically, the K9Sky system is a kennel management system that enables pet owners to do reservations via the web. It is also useful because the owners of pets can manage their kennels via this software. For example, the software will keep track of all the customers you have and prioritizes the customers how you want (by fist to come, first serve or even a custom criteria.).

As for how the functionality that are similar to what Jim and sally asked for, I would say that it enables clients to make reservations online for the Kennel. Another feature that it has would be that it allows the owners of the Kennel to keep track of the customer purchases and create notes for pet behavior. The customer is also notified to enter the pet’s weight so that you know which run to assign it on. There is also a tool to store customer information on that you can update easily. Also, K9Sky offers a discount System that allows you to set discounts via the criterias that you want. You can even make reservations for multiple pets and make them board together.

As for the things that are missing, honestly, there isn’t much because the system is very flexible.

I would say that the System is more geared towards dogs and not cats. You would not be able to able to book for a cat and what suite your cat wants. Also, I was not able to see if you could print the contract so that you could sign it.

I’d say an interesting feature that Jim and Sally could take from this system would be their grooming and customer/owner services. In the K9Sky system, you can book for different services of grooming and can even choose what employee they would like to groom the dog. As for the customer/owner service, there are some neat settings that you can enable like reminders for your cutomers (Vaccination date/expiration, boarding reminder, etc). There is also a built-in tool that finds the customers in your database of clients so that you can email them about something easily.

**Second System:**

[Kennel Management Software Features | Kennel Link](https://kennellink.com/features/)

For my second System I chose the Kennel Management System from Kennel Link. This is a software that like the K9Sky System, enables Kennel management to be easier and for customer to book online. It is also very user friendly and places heavy emphasis on the different payment methods the customer can pay with.

For the Functionality that Jim and Sally asked for, I would say that this system has a boarding system for customers to make reservations. You can also book a appointment for grooming. Also, it has a database to store the user information. Unlike the K9Sky system, there is an option to book for cats. You can even get a feeding report for each pet. Also, there is a calendar that lets you know who’s arriving, who’s boarding and who’s leaving. Furthermore, there is an option to edit your pet’s information as a staff member and as a owner. It also has a tool that lets you check for the pet’s vaccinations, breed and weight. As a bonus, it also has the option to print or email the receipt.

As for what it does not have that Jim and Sally wants, I would say there is no options for extra services (except for grooming) and there does not seem to be to be any tools for the user to enter any other additional information other than the weight, breed and vaccination.

As for Interesting features that Jim and Sally might want to implement, their payment methods and authentificate a user. With this software, you can pay online with gift cards, credit card processing and debit cards. Using the software, you can also make a customer sign with his finger and store his signature in a database.

**Third System:**

[Best Software for Pet Sitting, Grooming, Dog Daycare, Boarding and Dog Training | Easy Busy Pets - Run and Grow your pet business with Easy Busy Pets! | Easy Busy Pets - Run and Grow your pet business with Easy Busy Pets!](https://easybusypets.com/)

The Final System I chose is the easy busy pet System. This is a cloud based app that, like the other systems, help kennel owners manage their System and lets clients register via the kennel’s website.

The Kennel Owners get a training session to get their website set-up with them and implement their service into the website. They help the owners create booking options, submission forms for client and the website looking good.

From what Sally and Jim want, you can get mandatory forms for pet vaccination, service agreement and more. You have access to a cloud database with all the client information. You can set up the prices, special prices and discounts. Also, because it’s on the web, you can easily print a copy of the form to sign it later. You can do whatever you want the forms to look like and what information should the client give to book for his dog/cat.

As for what is missing, I would say that there does not seem to be any tool to note/update notes for the pet you are keeping. Also, the clients have not specified if it is ok if their system is cloud based (would be a question for Jim and Sally).

For what Jim and Sally might find interesting are I would say are the cloud based system. Because it is cloud based, it does not take any physical space in your computer. You can also keep track of your staff’s schedule, tip splitting, holiday days and more (lots of staff management options). Also, the invoice is automated which is good for Jim and Sally because it will save them time.

As a bonus, you export your financial data so you can share the file with the accountant